

DJS CASE MANAGEMENT PROGRAM SUPERVISOR (2594)

I. NATURE OF WORK:

A DJS Case Management Program Supervisor is program supervisory level work providing community juvenile case management services for a county or jurisdiction. Employees direct the implementation and coordination of all intake, supervision, probation and after-care services for juveniles and serve as a department representative on the Local Coordinating Council and the Local Management Board. Employees in this classification supervise DJS Case Management Specialists, and in large jurisdictions may supervise DJS Case Management Specialist Supervisors.

Employees receive general supervision from a DJS Assistant Area Director or other designated administrator. Employees may be required to work evenings and weekends and may be subject to on-call duty. The work may require travel throughout the State to attend court proceedings, visit homes, schools, community based services and juvenile residential facilities.

The DJS Case Management Program Supervisor is differentiated from the DJS Case Management Specialist Supervisor in that the DJS Case Management Specialist Supervisor supervises lower-level DJS Case Management Specialists while the DJS Case Management Program Supervisor has supervisory responsibility plus program responsibility for all county or jurisdictional case management services and serves as a department representative on the Local Coordinating Council and the Local Management Board. The DJS Case Management Program Supervisor is differentiated from the DJS Assistant Area Director in that DJS Case Management Program Supervisor directs all case management services for a county or a jurisdiction and supervises DJS Case Management Specialists, and in large jurisdictions may supervise DJS Case Management Supervisors, while the DJS Assistant Area Director directs all case management services for multiple counties or jurisdictions and supervises DJS Case Management Specialist Supervisors and DJS Case Management Program Supervisors.

II. EXAMPLES OF WORK: (Examples are illustrative only)

Plans and directs the implementation and coordination of the delivery of all case management services for juveniles in a county or geographical region;

Supervises DJS Case Management Specialists, and in large jurisdictions may supervise DJS Case Management Specialist Supervisors;

Represents the Department of Juvenile Services on the Local Coordinating Council and the Local Management Board that reviews intrastate and interstate residential placements;

DJS CASE MANAGEMENT PROGRAM SUPERVISOR

Page 2

Evaluates county or geographical region case management services to identify trends, problems, and staff and resource needs;

Prepares or reviews program and budgetary planning and evaluation reports for county or geographical region;

Approves purchase of care and services for cases in assigned county or geographical region;

Develops and implements procedures to ensure effective and efficient case management operations in county or geographical region;

Acts as a liaison to community organizations to develop and coordinate after-care plans and services for juveniles;

Trains and provides direction to subordinate staff on case management practices and methods used in the implementation and coordination the delivery of services and treatment plans for juveniles;

Trains and provides direction to subordinate staff on the appropriate interpretation and application of juvenile services laws, regulations, policies and procedures;

Monitors staff activities to prioritize workload, identify case progress and provide direction and guidance on treatment needs and goals, case complexities and disposition;

Monitors and evaluates case records in the automated database system to ensure the accurate, timely and complete documentation of case activities and files;

Reviews and approves staff correspondence, reports and recommendations for the appropriate course of action and viable alternatives in the management of juvenile cases;

Meets with representatives from the State's Attorney's and Public Defender's Offices, court administrators, judges and masters, legal representatives, police, public and private agency personnel, parents and families to obtain or clarify information, explain procedures and expectations, coordinate treatment services, address questions concerning case reports, discuss staff recommendations and court presentations, resolve concerns and complaints and negotiate alternative placements;

Conducts and attends in-service training on current juvenile treatment and behavior modification theories, principles, techniques and practices;

Represents the Department at public meetings and on committees, local boards and task forces to discuss juvenile services, issues, resources, programs and procedures;

May prepare and present testimony for court proceedings in the adjudication and disposition of juvenile cases;

May carry a caseload and implement and coordinate the delivery of services and treatment plans for juveniles;

May conduct group and individual behavioral modification counseling sessions for juveniles;

May manage building or office operations, such as supplies, equipment, fleet, inventory and maintenance services;

Performs other related duties.

III. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of case management techniques, methods and procedures applicable to the juvenile services system;

Knowledge of the laws, regulations, policies and procedures applicable to the juvenile services system;

Knowledge of the processes and procedures of the juvenile court system;

Knowledge of the principles, methods, techniques and practices associated with behavioral modification and treatment of juvenile anti-social patterns of behavior;

Knowledge of the public and private resources addressing juvenile service needs in the areas of residential and non-residential treatment, behavior modification, education, employment, health, detention, and law enforcement;

Skill in interviewing juveniles and family members to obtain and clarify information and explain procedures and expectations;

Skill in applying various screening and assessment tools to identify juvenile needs, behavior modification goals, appropriate treatment services or after-care planning;

Skill in evaluating juveniles' treatment progress and compliance with terms and conditions of informal supervision, probation, after-care supervision or residential placement;

Ability to supervise and train lower-level case management staff;

Ability to evaluate case management operations in order to identify trends, problems and staff and resource needs;

Ability to conduct group and individual behavioral modification counseling sessions for juveniles;

Ability to prepare accurate, comprehensive and complete legal documents, correspondence, reports and narratives;

Ability to use computer systems to maintain case records, identify problems, produce reports and access informational resources;

Ability to monitor and evaluate case activities to ensure the proper and timely management and disposition of cases;

Ability to observe and interpret behaviors of juveniles with patterns or histories of unacceptable social behavior;

Ability to identify and manage manipulative behavior;

Ability to maintain confidentiality of juvenile case material and related information;

Ability to testify in court proceedings;

Ability to communicate effectively with staff from juvenile services facilities, parents and families, court personnel, attorneys, law enforcement personnel, representatives from public and private organizations and the general public.

DJS CASE MANAGEMENT PROGRAM SUPERVISOR

Page 4

IV. MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

Education: Possession of a Bachelor's degree from an accredited four year college or university.

Experience: Four years of experience providing case management services to emotionally or socially maladjusted, delinquent, victimized, or exceptional juveniles in a community or residential setting.

- Notes:
1. An Associate of Arts degree in the social or behavioral sciences or criminal justice from an accredited college or university and two years of experience providing direct services to children in a community or residential setting may be substituted for the required Bachelor's degree.
 2. A Master's degree in the social or behavioral sciences or criminal justice from an accredited college or university may be substituted for one year of the required experience.

V. LICENSES, REGISTRATIONS AND CERTIFICATES:

1. Candidates appointed to positions in this classification must be fully certified by the Maryland Correctional Training Commission prior to appointment and are required to maintain certification while employed.
2. Candidates appointed to positions in this classification may be assigned duties which require the operation of a motor vehicle. Employees assigned such duties will be required to possess a motor vehicle operator's license valid in the State of Maryland.

VI. SPECIAL REQUIREMENTS OF THE CLASSIFICATION:

1. In accordance with the Correctional Services Article of the Maryland Annotated Code, Section 8-209, the Maryland Correctional Training Commission shall establish the minimum qualifications for probationary or permanent appointment of a Department of Juvenile Services employee. These requirements are listed in detail in the Code of Maryland Regulations 12.10.01.04, general regulations of the Maryland Correctional Training Commission, and include:

DJS CASE MANAGEMENT PROGRAM SUPERVISOR

Page 5

U.S. Citizenship or Resident Alien status
Must be at least 18 years of age
A thorough background check, including fingerprinting and drug testing
An oral interview, and
Physical and psychological examinations.

2. Employees in this classification are subject to substance abuse testing in accordance with Code of Maryland Regulations 17.04.09, Testing for Illegal Use of Drugs.

DATE ADOPTED: July 1, 2004

Class specifications are broad descriptions covering groups of positions used by various State departments and agencies. Position descriptions maintained by the using department or agency specifically address the essential job functions of each position.

APPROVED: _____
Director, Division of Salary Administration
and Position Classification